



# Room Booking Policy and Conditions

Correct as at July 2021

## About Nottinghamshire Deaf Society

Nottinghamshire Deaf Society (NDS) is a Charity that provides specialist services and activities for deaf people. Operating from a Grade 2 listed building in central Nottingham we are pleased to have a facility that we can use to further our mission and vision.

The primary use of the building is for the charity and its beneficiaries. Following the COVID-19 pandemic the charity reviewed its use of the building and has decided that it is no longer in a position to operate a hospitality style event service from the building. This is not our core activity and while it has historically provided a useful income stream, we are no longer able to offer this level of service. Instead we will continue to provide access to bookable rooms but with the use of a different range of criteria and with a simpler, more community oriented offer.

## Our offer

From September 2021 we will be offering selected rooms in our building for hire only basis. We will offer two levels of service: We will either provide set-up and support for equipment provided or you can use the room and set-it up as you wish. We do not offer a catering or refreshment service but rooms will be provided with hot water dispensers and mugs.

This will suit organisations who need a low cost space which is clean, tidy and easy to use. Our spaces benefit from warm and cool air ventilation, natural day light, complimentary WiFi and are situated in an accessible building with lift access to all floors.

## Booking Priority

In order to ensure the building is made available to deaf people and organisations that work with deaf people our policy is to accept bookings in the following order of priority:

1. Deaf community and voluntary groups
2. Charitable and public organisations providing support and services for deaf people
3. Other charities, public organisations or companies.

## General Booking Policy

- Rooms may be only hired for the following types of use:
  - Meetings
  - Training
  - Conferences
  - Service delivery activities.
- We regret that we will not make the building available for public open access events which are not pre-booked or ticketed, weddings, dinners, private parties or evening events.
- NDS reserves the right to refuse any other type of event not included above.
- Bookings are only accepted Monday, Tuesday, Thursday or Friday from 9am – 5pm. We do not accept bookings on Wednesdays for organisations unrelated to deafness or service provision for deaf people. We are closed on all public holidays.
- Weekend and evening bookings are not available unless it is for groups or organisations providing activities or services for deaf people.

- We will only accept bookings from companies, organisations, charities and unincorporated voluntary groups. Individuals may book in the course of their self-employed business but not for personal or non-commercial use.
- NDS reserves the right to request a deposit or full payment in advance for new hirers.
- All hirers are expected to treat the building and facilities with respect, reporting any damage or accidents immediately.
- You may organise external catering provision for your event but you are responsible for all aspects including food safety. NDS does not currently operate as a food business registered with the local authority.

## How to book

Please contact us to make an enquiry about availability. We will need to know:

- The date and times
- The nature of the event
- How many people will attend
- The expected use and layout of the room - important for confirming the room is suitable to your event.

We will discuss your requirements for you and advise if we can accept the booking. If you wish to go ahead we will send written confirmation of the booking.

In some cases we will require a deposit or payment in full to confirm the booking. If you require a purchase order please arrange for this in advance of the event.

Following the event you will be sent an invoice which can be paid via BACS (Bank Transfer), Credit/Debit card or cheque.

## Pricing Policy

We offer 4 tiers of pricing with different eligibility criteria:

|   |   |
|---|---|
| <b>Volunteer led groups for deaf people</b>   | We do not charge for these groups and instead suggest a voluntary donation is made.   |
| <b>Funded or For-profit deaf groups/organisation providing services or activities for deaf people</b> | We charge a modest fee to reflect our basic building costs. Our main criteria is whether there is an external funding stream or if the activity is "for profit/reward". |
| <b>Other organisations (basic service)</b>  | Available to charities, public and private bodies unrelated to deafness or hearing services.  |
| <b>Other organisations (set-up included)</b>  | We do not rent to private individuals.  |

Where a rental charge applies, prices are zero rated for VAT purposes. VAT will apply at the standard rate for any other services provided. Please refer to our current rate card for further pricing information.

# Terms and Conditions of Hire

## Bookings, Fees and Payment

1. All bookings will be confirmed in writing. If there is insufficient time to complete the written process the booking will be entered into either via an oral contract or by confirmation in email only and these terms and conditions shall be deemed to apply.
2. The Charity reserves the right to allocate any room which it deems suitable.
3. The Charity reserves the right, due to unforeseen circumstances, to cancel at any time before the commencement of the meeting.
4. An invoice for the full amount including room hire, equipment loan and any additional services will be sent to you after the event has taken place and is payable within 30 days of receipt.
5. Additional charges will be incurred for meetings/events which run over the agreed time, at an hourly rate. Charges available on request.
6. Cancellations should be made in writing or via email and the following charge will apply:

|                            |                    |
|----------------------------|--------------------|
| More than 10 business days | No charge          |
| 6 - 10 business days       | 50% room hire fee  |
| 5 business days or less    | 100% room hire fee |

7. The Charity reserves the right to charge Statutory Interest (Bank of England base rate plus 8%) if invoices are unpaid within agreed terms.

## Parking and Travel

1. There is no on-site parking available as our parking is reserved for staff and disabled drivers use only. Please inform all attendees prior to the event regarding parking.
2. A parking space can be made available on request for a trainer/facilitator if required but is not guaranteed
3. There is a small amount of parking on site for disabled drivers which is open to all users of the building. If there are any attendees needing disabled parking NDS should be informed of this in advance.
4. Anyone found to be parking on site may be asked to move their vehicle offsite. There is on street parking available on Forest Road West, Mount Hooton Road or Hardy Street
5. We encourage you and your attendees to arrive by public transport if possible.
6. The NET Tram service passes the building and the nearest stop is High School (100m walk). The Forest Recreation Park and Ride is one tram stop away from the building. Regular buses serve Alfreton Road and Mansfield Road which are both approximately 10 minutes' walk from the building.

## Using our Rooms and Building Safely

1. All hirers and visitors must abide by the charity's Fire and Health and Safety procedures. A summary of the main procedures are made available in each meeting room and will be pointed out to the facilitator at the beginning of the event.
2. For health and safety purposes the hirer or their contact at the event is responsible for ensuring all attendees sign in and out of the building either on their own register or on sheets provided. These are used by the fire warden/duty manager in the event of an emergency.
3. The hirer will be responsible for the effective control of the event and for the safe evacuation of all persons attending the function in the event of the fire alarm sounding.
4. Any accidents which occur within the building should be reported to a member of NDS staff and an Accident Report Form completed. If someone has a serious accident or falls ill and you need emergency services, please call 999 immediately then advise a member of staff
5. We do not provide first aid cover for attendees at events. You should consider if you require First Aid cover for your meeting and make necessary arrangements.
6. NDS has insurance in place to cover the venue, our property and liabilities to third parties. Hirers are responsible for ensuring their event is adequately insured including public liability

insurance. The charity's insurance will not cover the Hirer's property nor that of any third party.

7. Smoking and vaping is not permitted within the building or outside the front door. Smokers may use the area against the wall on the left (as you leave the building) or on Forest Road West.
8. No dogs or other animals are permitted except assistance dogs.
9. All fire escapes and other entrances must be kept closed except in an emergency. Please only use the front door. The inner front door should be kept closed at all times for security reasons.
10. Equipment can be provided for an additional fee and must be requested when booking. The equipment is the sole responsibility of the Customer. The customer will be charged for any breakages or damages caused to the equipment.
11. Any electrical equipment supplied by or used by the hirer during the event must be safe to use and have an appropriate Portable Appliance Test (PAT) label.
12. Please follow guidance and instructions for the safe use and storage of furniture in each room.
13. The room must be left in an adequate condition. Excess waste, spillages or damage to the facilities caused by the hirer or their attendees will be charged at an hourly rate of £40.00 + VAT.

### Refreshments and Food Safety

1. We provide access to hot water dispensers or pump flasks and ceramic mugs in each room. We do not provide tea, coffee or other consumables for making drinks.
2. We do not provide a catering service. You may make your own arrangements for catering for your event. You are responsible for all aspects of this including food safety and hygiene. In most cases your caterer will provide all the information and advice you require. Please note you are responsible for safe removal of all excess food, waste and catering equipment at the end of your event.
3. The kitchen facilities are not available for food preparation and are for the sole use of NDS staff unless permission is given in writing in advance.